

**MAY 2013**

*Fayetteville Veterans Affairs Medical Center*

# Communicator

*Fayetteville VAMC & Community Based Outpatient Clinics  
throughout North Carolina*

**www.FayettevilleNC.VA.Gov**

**VA** HEALTH CARE **EXCELLENCE**  
to the 21st Century



*Elizabeth Goolsby  
Fayetteville VA Medical Center  
Director*

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## **Director's Forum**

### ***Priority – Be An Employer of Choice***

***by Elizabeth Goolsby***

In the past three years, the Medical Center has seen a growth from about 735 employees in July 2010 to 1300 in May 2013. Not all of the newest employees hired have entered on duty, but are expected in the next few weeks. Of the 600 new positions, half are in the GS-7 and above grade levels. Many of these new positions have been secured by current staff members who have prepared themselves to be competitive for the positions.

How did staff prepare for these roles? Some completed undergraduate and graduate level courses; others participated in facility sponsored programs such as LEAD; others used mentors or coaches or became a coach/mentor; still others participated in systems or performance improvement activities. How about you? Are you preparing yourself for future opportunities? Have you considered the following programs?

Have you seen the announcement for the **LEAD** (Leadership, Effectiveness, Accountability, Development) Program? There are three programs within LEAD. There is **NLD** (Non-supervisory Leadership Development) with the intent of helping the individual develop frontline leadership skills in non-supervisory administrative and clinical positions. A second is the **MAP** (Mid-Atlantic Advancement Program for Leadership) Program which is designed to foster the leadership development of high potential staff members through didactic and applied experiences. There is also the **LDI** (Leadership Development Institute) Program for staff in leadership roles who want to enhance their leadership skills. David Zentmayer can provide additional details on all three programs.



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Join us in welcoming **Dr. Robert V. Cummings as the Deputy Chief of Staff** for Fayetteville VAMC effective March 2013. Dr. Cummings has a breadth of experience in healthcare leadership in complex, integrated, academic medical centers.

Dr. Cummings is a graduate of the Hahnemann Medical School in Philadelphia . He completed his residencies in Internal Medicine at the University of Pittsburgh and in Obstetrics & Gynecology at Upstate Medical University, State University of New York.

Dr. Cummings' clinical specialties include Maternal-Fetal Medicine (High-Risk Obstetrics) and Gynecology.

From 2010-2013, he served as Chief Medical Officer for the North Florida/South Georgia Veterans Health Care System. He previously held administrative positions as Department Chair, Assistant Dean, Women's Hospital Administrator and Senior Vice President for Medical and Academic Affairs.

Cummings is a Veteran of the US Air Force and proudly served in the Medical Corps at Patrick Air Force Base in Florida.

*Director's Forum continued from page 1*

The **Coaching and Mentoring Program** provides a structured training to foster workforce development in roles such as coaching, mentoring or precepting staff members. The program is also available to staff who would like a coach/mentor or preceptor to help in the development of career plans and strategies. David Zentmayer can provide information on the program.

**Root Cause Analysis or Systems Redesign** provides us with tools to look at how we do business and how to make improvements in a systematic way. Systems Redesign offers an opportunity to learn skills sets in process flow mapping, systematic thinking, analysis tools, measurement and presentation. While both use the same tools, Root Cause Analysis focuses on a current event and helps to understand how it happened, while Systems Redesign focuses more on a process. If interested in being involved in a Root Cause Analysis, contact Tamara Passut or for Systems Redesign contact Jill Bullard.

Human Resources Service is about to launch a **Career Center**. The center will offer career advancement classes/courses that will include topics such as resume writing, preparing for interviews and navigating the USAJOBS web site. Beginning with this issue of the **Communicator**, there is a monthly Employee Career Corner to promote and announce opportunities to prepare for your future.

The future is yours – how will you prepare?

**Go to page 9 for [Employee Career News!](#)**



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# New VA clinic opening in Wayne County



Fayetteville VA Medical Center officials began mailing letters to Veterans in and around Wayne County to provide information about the process of transferring their primary care from Fayetteville to the new Goldsboro Community Based Outpatient Clinic (CBOC) expected to open in early July.

The Goldsboro CBOC will provide primary care, mental health services, women's

health care, laboratory services, telehealth and secure messaging for area Veterans.

"We continue to receive many calls from Veterans living in Goldsboro who are very excited about opening a VA clinic that is closer to home," said Elizabeth Goolsby, Fayetteville VAMC Director. "This new clinic will provide access to primary care services and is conveniently located near Wayne Memorial Hospital. We encourage Veterans who are not currently receiving health care with the VA to enroll."

According to Health Benefits, Veterans receiving health care at Fayetteville VAMC have a choice to transfer to the Goldsboro CBOC and are encouraged to use a VA clinic that is closest to their home. The letter also explains how they can save money by reducing travel.

If a Veteran is not receiving health care through the VA, they can start the registration process before the clinic is open. Veterans should bring a current valid photo ID, their DD214 and a 1010EZ to register for VA health care at the Fayetteville VAMC Health Benefits department. Following registration, a Veteran will be assigned to a provider at the Goldsboro CBOC. Veterans also have the option to register at the clinic located in Jacksonville, NC.

Wayne County Veterans currently assigned to another VA such as the Durham VAMC or an out-of-state clinic should wait until the Goldsboro clinic opens and request their records be transferred.

The Goldsboro CBOC ribbon cutting is scheduled for July 29 at 10:00 am in front of the clinic. For more information, call Public Affairs at 910-488-2120 ext. 5991.



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# Goldsboro CBOC



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Our 2013 VA2K welcomed 147 participants and raised \$6,700 in donations to support Health Care for Homeless Veterans Program.



## Crime Prevention Tips

**"Prevent crime from happening BEFORE it occurs."**

**Lock your vehicle.**

**Lock your office door when you leave.**

**Don't leave valuables in plain sight.** Don't leave cell phones, purses or iPods sitting on the front seat of your vehicle or in the center console of your car.

**Lock your computer.** This prevents someone from stealing electronic files, reading unauthorized documents or stealing someone's identity.

**Deter opportunity** to commit employee theft or a patient from walking into your office and walking out with your personal belongings.

**Remember:** Criminals want easy targets and look for easy targets. Be a hard target. For more information, call the Fayetteville VAMC Police desk at 910-488-2120 ext. 7922



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# Wilmington Health Care Center Ribbon Cutting



Photo right: The Sgt. Eugene Ashley High School Navy JROTC posted colors for the opening ceremony.



Photo above from left: Rep. Mike McIntyre, Sen. Kay Hagan, Elizabeth Goolsby, director of the Fayetteville VA Medical Center, Daniel Hoffmann, director of the VA Mid-Atlantic Health Care Network, Sen. Richard Burr and Rep. Walter Jones cut the ribbon on April 30.



Photo above: Vietnam Veterans of America, Chapter 885, received a certificate of appreciation for their outstanding support and dedication to Veterans.



Photo above: Coastal Christian HS Honors Ensemble sang the National Anthem.

The Wilmington HCC is delivering exceptional health care to Veterans in the Wilmington and Brunswick communities and throughout coastal Carolina. Currently services include: Primary Care, Women's Health, Mental Health, Lab Draw and more. Future services are expected to include: Day Surgeries for Eye, Skin, Gastrointestinal and other minor surgeries/Imaging Services such as Radiology, Ultrasound, CT Scan, Magnetic Resonance Imaging and Mammography/Medical specialties such as Cardiology, Dermatology, Gastrointestinal, Pulmonary and Neurology/Surgical specialties such as Gynecological, Urological, Orthopedic and General Surgery.

**To enroll for health care, call Fayetteville VAMC Health Benefits at 910-822-7016**

# *Leadership in Wilmington*



**Mr. Fred Roche is the Wilmington HCC Administrator.** Roche will work with the Executive Leadership Team at Fayetteville VAMC and the Wilmington HCC while serving as Administrator for the Wilmington Health Care Center. Prior to his new role at the Wilmington HCC, he served as the Assistant Chief Business Officer at the Robley Rex VAMC, Louisville, Kentucky. He also served as Administrative Resident at the VA Illiana Healthcare System, Danville, Illinois. Roche has been with the Department of Veterans Affairs for 16 years. He is a graduate of the VA Leadership Development Institute and a certified VHA Mentor at the Fellowship level. Roche Masters is in Health Administration from Indiana University.



**Dr. Richard Trotta is the Associate Chief of Staff.** Dr. Trotta will be responsible for the medical staff and medical operations at the Wilmington HCC, Jacksonville Community Based Outpatient Clinic (CBOC) and the Brunswick County Outreach Clinic. He is board certified in Internal Medicine and Infectious Diseases. Prior to his new role at the Wilmington HCC, Trotta provided primary care services to Veterans enrolled at the Wilmington Community Based Outpatient Clinic. Trotta is a retired Colonel from the US Army and a former staff physician at Walter Reed Army Medical Center. He is a Veteran of Operation Enduring Freedom where he served as the Combined Joint Task Force Surgeon. He is also the recipient of the Bronze Star Award and the Legion of Merit Award. Trotta has a Medical Degree from the Uniformed Service University of the Health Sciences Medical School.



**Ms. Harriet Browning, RN, MSN is the Associate Chief Nurse.**

Browning will provide nursing administrative oversight at the Wilmington HCC, the Brunswick Outreach Clinic and the Jacksonville CBOC. She has 29 years of nursing experience in a variety of nursing specialties to include: Intensive Care, Trauma Care, Peri-Operative Services and 15 years of leadership experience. Prior to her new role at the Wilmington HCC, she served as the Community Based Outpatient Clinic Director for the Sheridan Healthcare System. Browning transitioned into the VA in 2003 and is a graduate of the VA Leadership Development Institute. Browning has a Masters in Nursing from Walden University.



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# Thanks & Appreciation

**Hamlet Community Based Outpatient Clinic Appreciation:** My first appointment with Hamlet VA...superb attitudes and professionalism from everyone. Thanks to: **Melvin Dumas** for showing me how the clinic worked; **Mary Dunlap** for helping with in-processing during her lunch hour; **Dr. Ruth Arnold** for being a very professional physician; **Jennifer Martin** for helping with outpatient care services. "All of you represent yourselves and the VA system in a most positive fashion. I was most impressed and very appreciative."  
*Thank you. Veteran Gary Shaw*

**Wilmington Health Care Center Patient Aligned Care Team:**  
Thanks to Physician Assistant **Sharon Troyon**, Registered Nurse **Stefanie Buric**, Licensed Practical Nurse **Bonnie Friedland** and Medical Support Assistant **Jaunita Toomer**. They are the best in their fields. Just want to say thank you for their time and effort and keeping me posted of progress and outcome.  
*Veteran Dave Androshuk*

**Fort Bragg News & Appreciation:** Revised disability evaluation system improves process for departing Soldiers. Now, Soldiers who are on active duty, but have been determined to be medically incapable of continuing their service, have begun using the new system and their reviews have been...favorable. "Please send our greatest appreciation to all VA staff and leadership for their tremendous efforts in this process - it is truly a team effort and we could not achieve this level of success without such a fantastic partnership," said LTC Arthur L. Campbell, III, Chief, Department of Deployment Health, Director, Integrated Disability Evaluation System (IDES) Director, Medical Management Center (MMC) Womack Army Medical Center, Fort Bragg, NC



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Photo left: The new Mobile Clinic is staffed with a team of professionals ready to help our military during their transition through the Integrated Disability Evaluation System (IDES). The van will be located at Fort Bragg and Camp Lejeune. For more information, call Occupational Health at 910-488-2120 ext 5180.

## **Employee Career News/Events**

The Organizational Health Management & Cultural Change Group thanks employees who completed our questionnaire last month. Responses from the questionnaire revealed a 51% interest in career advancement within the VA System and 31% revealed an interest in career training for promotional opportunities.



In collaboration with Human Resources, the group is creating a monthly series of career building classes as shown below:

June 11: Fayetteville VAMC Human Resources class "Classification & Qualifications" (<http://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/>)

Future classes listed at the web site:  
<http://vaww.visn6.va.gov/default.aspx?id=32&fac=3>

Call Human Resources for more information at 910-488-2120

## **Did You Know?**

Employees and Veterans can EMAIL their appreciation to the **Ask The Director** email link? This is an easy way to get staff and co-workers recognized! The link can be found on the Fayetteville VAMC internal and public web sites.

Visit the public link at [www.FayettevilleNC.VA.Gov](http://www.FayettevilleNC.VA.Gov)

***You're just one click away!***

***Thank you!***



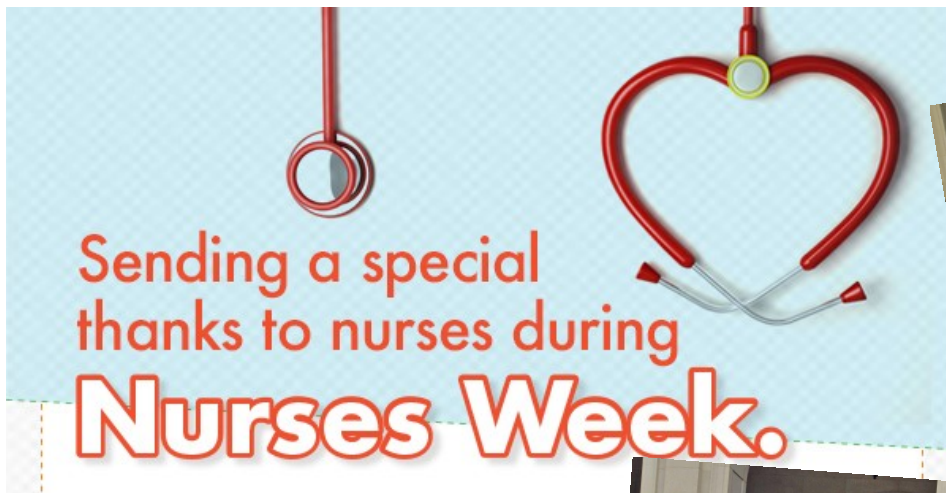
**WORSHIP SERVICES**  
**IN OUR MEDICAL CENTER CHAPEL**  
**PROTESTANT SERVICE: SUNDAYS 2:00 pm**  
**CATHOLIC MASS: SUNDAYS 11:00 am**  
**MONDAY - THURSDAYS 12:00 pm**  
*All Are Welcome! Contact us at 7031/5906*



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Thank you to all of our nurses who provide exceptional health care to our Veterans every day - Joyce Alexander-Hines, Fayetteville VAMC Associate Director of Patient Care Services.



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# UPCOMING EVENTS

## EMPLOYEE I CARE AWARDS & ICE CREAM SOCIAL

**June 5:** Fayetteville VAMC I CARE Award presentations & Ice Cream Social will be held at the Geriatric Park from 1:00-2:00 pm. All employees are invited to attend!

- 2<sup>nd</sup> Shift Employees, Ice Cream Social from 6:30–8:00 pm, Auditorium.
- Employees at Dialysis/Robeson Plaza, Village Green and Fort Bragg will have their ice cream delivered by members of the team.

**June 7:** 3<sup>rd</sup> shift employees, Ice Cream Social from 6:00-7:00 am and will have unit based ice cream deliveries.

**June 13:** Jacksonville CBOC and Camp Lejeune IDES Ice Cream Social, call for locations and times.

**June 19:** Robeson and Hamlet CBOC's employees Ice Cream Social, call for locations and times.

**June 26:** Wilmington and Brunswick employee Ice Cream Social, call for locations and times.

**Call Human Resources, Christina Arguello at 910-488-2120 ext 7055 for information.**



*Core Values describe an organization's culture and character, and serve as the foundation for the way individuals interact with each other, as well as with people outside the organization.*

**June 11: April-May-June Birthday Celebration!** The VA Employee Association will sponsor a quarterly birthday celebration from 11:00 am – 1:00 pm in the medical center auditorium. This quarterly birthday celebration is for employees celebrating birthdays in April, May and June. All are invited to join in for fun and cake! VAEA representatives will also be on hand to sign up new members.

**June 12: Fayetteville VAMC & Fort Bragg co-host the second "Military Theme Cake Decorating Contest" in the medical center auditorium at 11:00 am.** Call Voluntary Services, Norma Fraser at 910-488-2120 ext 7027 for information.

**June 24: Fayetteville VAMC hosts groundbreaking for the new Fayetteville Health Care Center.** Call Public Affairs, Robin Demark at 910-488-2120 ext 5991 for information.



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# MEET OUR SUMMER INTERNS

Photo from left: Vanessa Lech, Social Work Intern. Vanessa is working on her Masters in Social Work and will work in the Social Work Department.

Josh Lewis, Health Systems Specialist Intern. Josh is working on his Masters of Healthcare Administration and will work with the Chief of Staff.

Ama Achampong, Administrative Intern. Ama is working on her Masters of Healthcare Administration and will work in the Quality Management Department.



**Patient Safety Manager**  
**Tamara Passut, RN**  
**910-488-2120 ext. 5097**

## Patient Safety Corner

Ever Thought: “How can I really make a difference at the VA?”  
**BE ON A ROOT CAUSE ANALYSIS (RCA) Team!!** No experience needed. Will take approximately 2-3 days to investigate a patient adverse event and help make a real lasting change. Patient Safety is not about blaming anyone, but rather creating system improvements to prevent errors! A Root Cause Analysis finds the “root cause” and not the human error which led to an event.

### JOIN US

**Let your supervisor know YOU want to be INVOLVED!!**

Join your fellow VA Employees who have participated in RCAs this year to make real changes:

**Carmen Rosado, BSN, ED RN**  
**Avtar Singh, Psychiatrist**  
**Jason Neely, HAS**  
**Ricky Lyerly, MD**  
**Kimberly Bronson, RN, PMHNP-BC,**  
**Assoc. Chief, Patient Care Services Mental Health**

**Jessica Lanning, VA Police**  
**Deborah Sebring, PhD, Psychologist**  
**Andrew Fielman, MBA, MHA, FACHE**  
**Donnie Sanders, HAS**  
**Mary Pressey, BSN, RN**



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## Posttraumatic Stress Disorder



### NATIONAL & LOCAL RESOURCES

#### FREE MOBILE APP - PTSD COACH FOR YOUR CELL PHONE

<http://www.ptsd.va.gov/public/pages/PTSDCoach.asp>

#### FAYETTEVILLE VA MEDICAL CENTER RESOURCES

<http://www.fayettevillenc.va.gov>

**FAYETTEVILLE VAMC OEF/OIF/OND Mental Health** Programs and services for Veterans who served in Operation Enduring Freedom, Operation Iraqi Freedom and Operation New Dawn.

<http://www.fayettevillenc.va.gov/freedom.asp>

**PTSD VIDEOS:** Educational videos for the public and Veterans about recovery and treatment.

<http://www.ptsd.va.gov/public/videos/list-videos.asp>

#### PTSD: NATIONAL RESOURCES

<http://www.ptsd.va.gov>

The newsletter is published the last week of each month.

Please share your story ideas and photos with us. Enjoy!

**Robin DeMark, Public Affairs Officer, (910) 488-2120 ext. 5991**

[www.FayettevilleNC.VA.Gov](http://www.FayettevilleNC.VA.Gov)

*Layout/content/photos by Robin DeMark, Fayetteville VAMC PAO  
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